

Mental Health Wellbeing Training - Half Day

Course Code –MHWT2023 v1

Note: All material contained within this training document is current as at the date of the training.

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Rod Catterall & Associates Australia
Training Division

MMHWT – Half Day Decent Care
2023 V1

RCA Rod Catterall & Associates
Violence Prevention & Aggression Management Training Specialists ©

Session covers

This program is designed to provide staff with,

- Overview of depression, anxiety and other common mental health concerns
- Supportive strategies - focusing on panic attacks, disclosure of self-harm or suicidal ideation + support strategies
- Reporting guidelines, Strategies and techniques for supporting children with ongoing trauma and mental health concerns.

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- **Module 6. Support Strategies**
 - Supportive strategies, focusing on panic attacks, suicidal ideation + support strategies
 - Reporting guidelines
 - Strategies and techniques for supporting clients/yourself with \ ongoing trauma and mental health concerns.
- **Module 7**
 - Taking Care of Us & Responsibilities

Mental Health Informed Care

Module 1

Definitions

What is Mental Wellbeing ?

Workplace Wellbeing relates to all aspects of working life, from the quality and safety of the physical environment, to how workers feel about their work, their working environment, the climate at work and work organization. ...
Workers well-being is a key factor in determining an organisation's long-term effectiveness.

How to Improve Employee Wellbeing in the Workplace

Tip 1: Communicate Effectively. ...

Tip 2: Give Recognition. ...

Tip 3: Introduce Flexible Working. ...

Tip 4: Encourage Personal Development. ...

Tip 5: Boost Team Relationships. ...

Tip 6: Encourage Social Interaction. ...

Tip 7: Promote Self-Care. ...

Tip 8: Introduce Work Perks.

What is Mental Health ?

‘Mental health’ is often used as a substitute for mental health conditions – such as depression, anxiety conditions, schizophrenia, and others.

According to the World Health Organization, however, mental health is “a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

So rather than being about ‘what’s the problem?’ it’s really about ‘what’s going well?’

Referenced from Beyond Blue <https://www.beyondblue.org.au/the-facts/what-is-mental-health>

What is Good Mental Health ?

Activity (Optional)

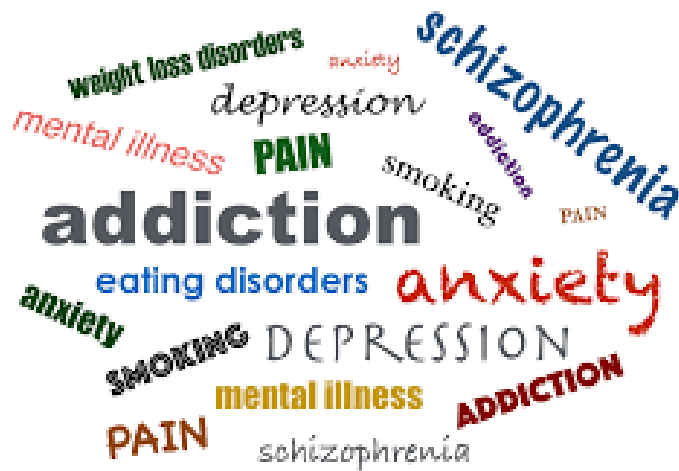
List what does good mental health look like and feel like in you and your clients

(List 6 for each as a group)

Or discussion

What is Mental Illness ?

Mental Disorders also called **illnesses** are a wide range of conditions that affect mood, thinking and behaviour. (or a combination of these). Mental illnesses are associated with distress and/or problems functioning in social, work or family activities. Mental illness is common..



What is Dual Diagnosis ?

A person with dual diagnosis has both a mental disorder and an alcohol or drug problem. These conditions occur together frequently. About half of people who have a mental disorder will also have a substance use disorder at some point in their lives and vice versa.

A dual diagnosis condition can include:

- a mental health problem or disorder leading to or associated with problematic alcohol and/or other drug use
- a substance use disorder leading to or associated with a mental health problem or disorder
- alcohol and/or other drug use worsening or altering the course of a person's mental illness.

Referenced from health.vic web site / Victorias hub for health services & business

What is Stress ?

What is the best definition of stress?

In medicine, the body's response to physical, mental, or emotional pressure. Stress causes chemical changes in the body that can raise blood pressure, heart rate, and blood sugar levels. It may also lead to feelings of frustration, anxiety, anger, or depression.

What is a stress like?

Aches and pains. Chest pain or a feeling like your heart is racing. Exhaustion or trouble sleeping. Headaches, dizziness or shaking.

What is Depression ?

Depression can happen to anyone. It is more than just feeling low or sad during tough times. Depression is a persistent lowering of someone's mood, which can last for weeks, months or even years. It can interfere with a person's daily life, making it hard to cope. Understanding and recognising symptoms in ourselves or others are important steps in managing depression.



Referenced from
<https://www.lifeline.org.au/get-help/information-and-support/>

What is Anxiety ?

Anxiety is one of the most commonly diagnosed mental health conditions in Australia.

Anxiety is excessive, uncontrollable and often irrational anticipation of future threats. Feeling anxious in certain situations can help us avoid danger, triggering our 'fight or flight' response. When your worries are persistent, or out of proportion to the reality of the threat and get in the way of you living your life, you may have an anxiety disorder.

Referenced from <https://www.lifeline.org.au/get-help/information-and-support/>

What are Panic Attacks ?

A panic attack can be frightening and unsettling experience..

A panic attack is a sudden rush of intense anxiety or fear together with a surge of frightening physical sensations. Panic attacks can include a racing heartbeat, shortness of breath, dizziness, trembling, and muscle tension. They can occur frequently and unexpectedly and are often not related to any external threat.



Referenced from

<https://www.lifeline.org.au/get-help/information-and-support/>

What is Suicide Ideation ?

Suicidal thoughts, or suicide ideation, refers to thinking about or planning suicide. Thoughts can range from creating a detailed plan to having a fleeting consideration. It does not include the final act of suicide.

Many people experience suicidal thoughts, especially during times of stress or when they are facing mental or physical health challenges. Suicidal thoughts are a symptom of an underlying problem.

What is Trauma ?

Trauma is the response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences.

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Module 2

Understanding Mental Health

Mental Illness

It is not the role of staff to diagnose mental illness; this is the role of the GP or other health professionals

Staff should:

- Promote good mental health in the people they support
- Be alert to changes in the behaviour of people they support
- Arrange a visit to the GP if a person develops signs that may indicate a mental illness

Type of Mental Illness

What are some types of mental illnesses ?

- mood disorders (such as depression or bipolar disorder)
- anxiety disorders. , including panic disorder, obsessive-compulsive disorder, and phobias.
- personality disorders.
- psychotic disorders (such as schizophrenia)
- eating disorders.
- trauma-related disorders (such as post-traumatic stress disorder)
- substance abuse disorders.

What can Trigger Mental illness?

Activity (Optional)

List what you think could trigger mental illness in your clients

(List 6 for each as a group)

What can Trigger Mental Illness

For example, the following factors could potentially result in a period of poor mental health:

- childhood abuse, trauma, or neglect
- social isolation or loneliness
- experiencing discrimination and stigma
- social disadvantage, poverty or debt
- bereavement (losing someone close to you)
- severe or long-term stress
- having a long-term physical health condition
- unemployment or losing your job
- homelessness or poor housing
- being a long-term carer for someone
- drug and alcohol misuse
- domestic violence, bullying or other abuse as an adult
- significant trauma as an adult/ child, being involved in a serious incident in which you feared for your life, or being the victim of a violent crime

Referenced from <https://www.mind.org.uk/information-support/types-of-mental-health-problems/mental-health-problems-introduction/causes/>

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Module 3

What does Mental Illness Look Like



What are the Signs of Mental illness?

Activity (Optional)

List what mental illness sign you may have seen in clients

(List 6 as a group)

What are the Signs of Mental illness?

Signs and symptoms of mental illness can vary, depending on the disorder, circumstances and other factors. Mental illness symptoms can affect emotions, thoughts and behaviours.

Examples of signs and symptoms include:

- Feeling sad or down
- Confused thinking or reduced ability to concentrate
- Excessive fears or worries, or extreme feelings of guilt
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Significant tiredness, low energy or problems sleeping
- Detachment from reality (delusions), paranoia or hallucinations
- Inability to cope with daily problems or stress
- Trouble understanding and relating to situations and to people
- Problems with alcohol or drug use
- Major changes in eating habits
- Sex drive changes
- Excessive anger, hostility or violence
- Suicidal thinking

Sometimes symptoms of a mental health disorder appear as physical problems, such as stomach pain, back pain, headaches, or other unexplained aches and pains.

Referenced from <https://www.mayoclinic.org/diseases-conditions/mental-illness/symptoms-causes/syc-20374968>

What are the Signs of Depression ?

Activity (Optional)

List what are the signs of Depression in your clients ?

(List 6 as a group)

What are the Signs & Symptoms of Depression ?

Behaviour

- not going out anymore
- not getting things done at work/school
- withdrawing from close family and friends
- relying on alcohol and sedatives
- not doing usual enjoyable activities
- unable to concentrate

Feelings

- overwhelmed
- guilty
- irritable
- frustrated
- lacking in confidence
- unhappy
- indecisive
- disappointed
- miserable
- sad

Thoughts

- 'I'm a failure.'
- 'It's my fault.'
- 'Nothing good ever happens to me.'
- 'I'm worthless.'
- 'Life's not worth living.'
- 'People would be better off without me.'

Physical

- tired all the time
- sick and run down
- headaches and muscle pains
- churning gut
- sleep problems
- loss or change of appetite
- significant weight loss or gain

<https://www.beyondblue.org.au/the-facts/depression/signs-and-symptoms>

What are the Signs of Anxiety ?

Activity (Optional)

List what are the signs of Anxiety in your clients ?

(List 6 as a group)

What are the General Signs & Symptoms of Anxiety ?

While there are many types of anxiety disorder, there are some common signs and symptoms.

You might be feeling:

- very worried or afraid most of the time
- tense and on edge
- nervous or scared
- panicky
- irritable, agitated
- worried you're going crazy
- detached from your body
- feeling like you may vomit.

Referenced from

<https://www.blackdoginstitute.org.au/resources-support/anxiety/>

You may be thinking:

- 'everything's going to go wrong'
- 'I might die'
- 'I can't handle the way I feel'
- 'I can't focus on anything but my worries'
- 'I don't want to go out today'
- 'I can't calm myself down'.

You may also be experiencing:

- sleep problems (can't get to sleep, wake often)
- pounding heart
- sweating
- 'pins and needles'
- tummy aches, churning stomach
- Light headedness, dizziness
- twitches, trembling
- problems concentrating
- excessive thirst.

Types of Anxiety

Severe anxiety is a feature of a group of mental health disorders including:

- generalised anxiety disorder
- social phobia
- panic disorder
- specific phobia
- separation anxiety disorder
- Agoraphobia – feeling of extreme fear



While post-traumatic stress disorder (PTSD) and obsessive compulsive disorder (OCD) may have a significant anxiety component, they are no longer grouped with the above anxiety disorders.

PTSD is now included in the trauma and stress-related disorders category and OCD is now included in the obsessive-compulsive and related disorders.

Referenced from the black dog institute <https://www.blackdoginstitute.org.au/resources-support/anxiety/>

The Panic Cycle



What are the Suicidal Warning Signs ?

Behavioural changes

If someone is acting out of the ordinary, this is no cause for alarm but a sign to pay attention to their behaviours.

These signs might include:

- sleep changes (too much sleep or too little)
- withdrawing from family and friends
- loss of interest in things
- changes in eating
- irritability, being moody or easily upset
- self-harming (e.g. cutting)
- putting affairs in order, giving things away, saying goodbyes, writing suicide notes or goodbye letters
- risky behaviour (e.g. consuming excessive alcohol or other drug use)
- decreased academic or work performance
- mentioning or joking about suicide, death or dying

Referenced from the Black Dog Institute
<https://www.blackdoginstitute.org.au/resources-support/suicide-self-harm/>



How Thoughts & Feelings are Expressed for Suicide

Don't ignore threats of suicide;

Many people who take their own life give some kind of warning beforehand.

When people express suicidal thoughts, these need to be taken seriously.

Even if you're not sure, it's better to help straight away than to be unsure and not act at all. Talk to the person and get professional advice from others. Some people choose to talk about how they are feeling, however this does not apply to everyone.

How Feelings are Expressed ;

They might be feeling hopeless, depressed, angry and irritable, distressed, worthless, exhausted, like there's no way out of their problems or no reason for living at all.

They might say things which suggest that:

- they see themselves as a burden (2) – e.g. “You'd be better off without me.”
- they can't see a way out of their situation – e.g. “I've had enough.” or “I'm over it.”
- they're feeling a sense of hopelessness – e.g. “There's nothing to live for.” or “There's no point.”

Referenced from the Black Dog Institute <https://www.blackdoginstitute.org.au/resources-support/suicide-self-harm/>

Typical Trauma -Related Symptoms & Behaviour

1. Dissociation
2. Flashbacks
3. Nightmares
4. Hyper -vigilance
5. Terror
6. Anxiety
7. Auditory hallucinations - False perceptions of sounds or what you are hearing
8. Difficulty w/problem solving
9. Numbness,
10. Depression
11. Substance abuse
12. Self-injury
13. Eating problems
14. Poor judgment and continued cycle of victimization
15. Aggression

Referenced from (DSM IV -TR, 2000)

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Module 4

The Impact, Affects of Mental Ill Health

What Activities Help Mental Health?

Here are some activities that can help to improve your overall psychological well-being.

1. Get plenty of sleep. ...
2. Stop to enjoy small aspects of the day. ...
3. Use a stress ball or some other stress reliever. ...
4. Perform a random act of kindness. ...
5. Exercise. ...
6. Deep breathing exercises. ...
7. Yoga. ...
8. Pat a dog.
9. Eat Breakfast

Referenced from <https://www.reidhealth.org/blog/mental-health>

What are the Effects of Wellbeing?

For example, higher levels of well-being are associated with

- decreased risk of disease,
- illness, and injury;
- better immune functioning;
- speedier recovery; and increased longevity.

Individuals with high levels of well-being are more productive at work and are more likely to contribute to their communities.

What could be an impact on your / clients Mental Health?

Activity (Optional)

List what could be an impact on your clients Mental Health

(List 6 as a group)

Impact of Mental Health

What are the impacts of mental health?

Untreated mental illness can cause severe emotional, behavioural and physical health problems. It can affect your ability to make healthy decisions and fight off chronic diseases. Complications sometimes linked to mental illness include: Unhappiness and decreased enjoyment of life. What's more, neglecting your mental health can lead to more serious health complications such as: Heart disease. High blood pressure.

Most shockingly, having a serious mental illnesses can reduce life expectancy by 10 to 20 years.

Referenced from <https://www.mqmentalhealth.org/posts/4-ways-our-physical-health-could-be-impacted-by-our-mental-health>

4 ways our physical health could be impacted by our mental health

- 1) Severe mental illness and heart disease
- 2) Depression, anxiety and cancer mortality rates
- 3) Diabetes and depression
- 4) Schizophrenia and Osteoporosis

Referenced from <https://www.mqmentalhealth.org/posts/4-ways-our-physical-health-could-be-impacted-by-our-mental-health>

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Module 5

Assessing Mental Health

Why are Mental Health Assessment Important ?

The information collected through the use of assessment tools offers valuable insight into patient health and provides a starting point for diagnosis and treatment.

Standardized mental health assessment tools provide an opportunity for clinicians to understand their patients better — their struggles, concerns, habits and behaviours. Through the use of assessment tools, you can evaluate these symptoms, behaviours and concerns and compile them to create a personalized profile of their case. Assessment tools allow you to form a big-picture view of your patient's overall wellbeing.

Mental health assessments also allow both patient and clinician to set and measure goals during treatment.

Referenced from <https://www.icanotes.com/features/charting/assessment-tools/>

How a Mental Health Assessment works

- Interview with your doctor (GP) While your doctor is asking about your mental illness symptoms, they will be paying attention to how you look, the way you speak and your mood to see if this gives any clues to explain your symptoms. ...
- Physical examination. ...
- Other medical tests.

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Module 6

Support Strategies

Support for Depression

There's no one proven way that people recover from depression, and it's different for everyone. However, there are a range of effective treatments and health professionals who can help you on the road to recovery.

There are also plenty of things you can do for yourself to recover and stay well. The important thing is finding the right treatment and the right health professional for your needs.

- **Psychological Treatments (Talking Therapy/ Cognitive Behaviour Therapy (CBT))**
- **Medical Treatments (Anti-depressant Medication)**
- **Other Sources of Support**

People with more severe forms of depression (bipolar disorder and psychosis) generally need to be treated with medication. This may include one or a combination of mood stabilisers, anti-psychotic drugs and antidepressants.

Other Support for Depression

There isn't a set way to treat depression – what works for one person may not for another, but there are many ways it can be managed.

- Reach out and connect to someone you trust — talking to family, friends, a counsellor, religious minister, or a crisis line can help you develop an understanding of your situation and help you move forward. It is important you don't isolate yourself.
- Individual therapy with trained psychologists, psychiatrists, or other health professionals such as counsellors or social workers, can provide a safe space to talk about some of your symptoms and discuss alternative ways of thinking about and managing them. There are a number of evidence-based treatments that can make a difference.
- Lifestyle and complementary therapies — there are a number of changes that individuals can make in their lives that can make a difference, especially when the symptoms are mild. These may include exercise, planning pleasant events, or enjoying the outdoors.
- Look after yourself — eat a balanced diet, exercise regularly, and get enough sleep. Take time out to relax and do things you used to enjoy, even if you don't feel like it now as it's important not to isolate yourself

Some people may experience thoughts of suicide when they are feeling depressed. It is critical that if you, or someone you know, is feeling this way that you seek immediate help.

<https://www.lifeline.org.au/get-help/information-and-support/depression/>

Treatment & Support for Panic Attacks & Anxiety

Effective treatment helps you learn how to control your anxiety so it doesn't control you. The type of treatment will depend on the type of anxiety you're experiencing.

For mild symptoms your health professional might suggest lifestyle changes, such as regular physical exercise and reducing your stress levels. You might also like to try online e-therapies, many of which are free, anonymous and easily accessible for anyone with internet access. Where symptoms of anxiety are moderate to severe, psychological and/or medical treatments are likely to be required.

The important thing is finding the right treatment and the right health professional for your needs.



Strategies for Panic Attacks & Anxiety

- **Slow down.** This is always the best place to start. Take some slow, deep breaths together. Breathe in for three seconds, hold for three, then out for three. Once they're feeling a bit calmer, you can talk through what's worrying them.
- **Think positive.** Remind them of times they've dealt with similar issues. "Remember the time your friend Andy didn't play with you at lunch, you played tiggy with Keely and Matt and had a great time."
- **Help them to challenge the scary thought with facts.** "Sharks can't live in a swimming pool." "Every time Mum goes out for dinner, she comes back." Make a plan together for what to do if things don't go as they'd like. "If you forget your workbook, it's okay, just borrow a piece of paper to write things down and we can glue it in later when we're home."
- **Have a go. People often worry about making mistakes.** This can lead to them avoiding situations or activities. Encourage your kid to give new things a try and let them know that it's about fun, not being perfect.
- **Check yourself.** Try taking a step back and wait before you jump in to help your client. Figuring things out for themselves, learning to problem-solve, is an important step and will help them to be a resilient adult. Over-protective family members & staff can reinforce a person's fears that the world is a dangerous place and that they can't handle it.
- **Be the example.** Be a model for your clients. People pick up these signals from other adults, so by showing calmness in dealing with stressful situations, you are showing them the way.

Anxiety Management Strategies

“Be kind to yourself. Remember that you are not your anxiety. You are not weak. You are not inferior. You have a mental health condition. It’s called anxiety.”

Support for Suicide Ideation – Safety Plan

A safety plan is an agreement between the person and the first aider that involves actions to keep the person safe. The safety plan should:

- Focus on what the person should do rather than what they shouldn't
- Be clear, outlining what will be done, who will be doing it, and when it will be carried out
- Be there for a length of time which will be easy for the person to cope with, so that they can feel able to fulfil the agreement and have a sense of achievement
- Include contact numbers that the person agrees to call if they are feeling suicidal, e.g. the person's doctor or mental health care professional, a suicide helpline or 24-hour crisis line, friends and family members who will help in an emergency.

Find out who or what has supported the person in the past and whether these supports are still available. Ask them how they would like to be supported and if there is anything you can do to help, but do not try to take on their responsibilities. Although you can offer support, you are not responsible for the actions or behaviours of someone else, and cannot control what they might decide to do.

Referenced from [https://mhfa.com.au/sites/default/files/suicidal thoughts and behaviours - mhfa guidelines 2020 0.pdf](https://mhfa.com.au/sites/default/files/suicidal_thoughts_and_behaviours_-_mhfa_guidelines_2020_0.pdf)

The 3Rs of Support are: Routines, Regulation and Relationships.

Routines

- Regular routines, repetitive tasks, house rituals can offer patterned consistency, predictability and a sense of rhythm.

Regulation

- Supporting the development of peoples' capacity for self-regulation of attention, emotions and behaviours.

Relationships

- Relationships can provide attachment and connection, support co-regulation and self-regulation and social engagement.
- 3Rs for supporting trauma repair can contribute to an organisation developing trauma sensitive environments, and create an atmosphere of emotional, relational and physical safety for their clients to develop and thrive within.

Referenced Dr Bruce Perry, Principles of Working with Traumatized Children

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Module 7

Taking Care of Us & Responsibilities

How Can I Avoid Stress?

Make time to exercise every day. It's hard to feel anxious when you're taking deep breaths on a run, feeling the rush of a downhill bike ride, or playing a pickup game with friends. Exercise doesn't just take our mind off of stress; it releases chemicals in our brains that make us feel better.

How do I stop stressing about work?

Taking steps to manage stress

1. Track your stressors. Keep a journal for a week or two to identify which situations create the most stress and how you respond to them. ...
2. Develop healthy responses. ...
3. Establish boundaries. ...
4. Take time to recharge. ...
5. Learn how to relax. ...
6. Talk to your supervisor. ...
7. Get some support.

Support Strategies For Good Mental Health

Having good mental health helps you lead a relatively happy and healthy life. It helps you demonstrate resilience and the ability to cope in the face of life's adversities.

There are many strategies that can help you establish and keep good mental health. These can include:

- keeping a positive attitude
- staying physically active
- helping other people
- getting enough sleep
- eating a healthy diet
- asking for professional help with your mental health if you need it
- socializing with people whom you enjoy spending time with
- forming and using effective coping skills to deal with your problems

Referenced from <https://www.healthline.com/health/mental-health>

Self Care

E.A.P. - Employee Assistance Program or the Chaplaincy service.

- Did you know EAP can assist you with personal and work related issues ?
- Contact your provider or member of staff today.

Questions

- What do you do to cope with your stress ?
Drink & Smoke or exercise, read, meditate
- How do you look after yourself?
Massage, day spa, treatment, holidays

Self Care Plan Template

Activity 10 min (Optional)

Using the template provide please fill in your Self Care Plan

Self Care Plan 6 Points to Good Overall Health & Wellbeing

1. Physically
2. Psychologically
3. Emotionally
4. Spiritually
5. Personally
6. Professionally

- What does an overall balanced lifestyle look like ?
- What might get in your way from achieving this ?
- What negative strategies do you need to avoid ?
- If you implement your plan , how might you feel ?

Your Reporting Responsibilities

Rights and responsibilities.

Remember, you're not legally required to tell your employer about your mental health condition, unless there's a risk to yourself or others.

How do I ask for mental health day?

- How to Ask for a Mental Health Day
- Give Yourself Permission.
- Know Your Office Culture.
- Plan In Advance.
- Change Your Workplace Culture Surrounding Mental Health.

As for what to say, Dr. Cyrus recommends keeping it short: "'I'm not feeling well today and would like to call in sick' — because feeling emotionally sick counts. Or, 'I'm unable to come in due to personal reasons

Resources



National Association of State Mental Health Program
Directors (NASMHPD) 2004):

Lifeline <https://www.lifeline.org.au/get-help> Ph 131114

CDDHV Centre for Developmental Disability Health Victoria

MENTAL HEALTH SERVICES HELPLINE: 1800 332 388.

Headspace Meditation App: www.headspace.com/headspace-meditationapp

Mental Health ACT2014

Smiling Mind Meditation for Young People: www.smilingmind.com

Professional support is always there if you need it.

In an emergency, always call 000.

- 000
- Lifeline 13 11 14 (24/7)
- Suicide Call Back Service 1300 659467 (24/7)

Help & Support



- Tandem Support and Referral Line
- Information, support, advocacy or referral for family members or friends who are supporting a person with mental health issues. Call 1800 314 325
- Blue Knot Foundation Helpline
- Information, support or referral for adult survivors of childhood trauma and abuse.
- Call 1300 657 380, 9am-5pm / 7 days a week
- Butterfly Foundation's National Helpline
- Counselling and treatment referral for people with eating disorders, and body image and related issues.
- Call 1800 33 4673 8am-9pm / 7 days a week
- eheadspace
- Mental health and wellbeing support, information and services to young people aged 12 to 25 years and their families. Call 1800 650 890
- MensLine Australia
- Phone and online support and information service for Australian men. Call 1300 78 99 78, 24 hours / 7 days a week
- MindSpot Clinic
- Phone and online service for people with stress, worry, anxiety, low mood or depression.
- Call 1800 61 44 34 AEST, 8am-8pm (Mon-Fri), 8am-6pm (Sat)
- QLife
- Phone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people.
- Call 1800 184 527, 3pm-12am (midnight) / 7 days a week



Links for Help & Support



- Beyond Blue online forums (www.beyondblue.org.au/forums)
- headspace (www.headspace.org.au) 1800 650 890
- SANE (1800 18 7263, <https://www.sane.org/>) 1800 187 263
- Reach Out (www.au.reachout.com)
- Kids Helpline 1800 551 800
- HealthInfoNet – Aboriginal and Torres Strait Islander health and wellbeing (www.healthinonet.ecu.edu.au)
- Victorian Transcultural Mental Health (<http://www.vtmh.org.au/>)
- Transcultural Mental Health Centre (<http://www.dhi.health.nsw.gov.au/transcultural-mental-health-centre>)
- Life in Mind (<https://www.lifeinmindaustralia.com.au/communities>)
- Every mind (<https://communitiesmatter.suicidepreventionaust.org/content/useful-contacts>)
- Head to Health (www.headtohealth.gov.au)
- Lifeline <https://www.lifeline.org.au/get-help> Ph 131114
- <https://www.medicalnewstoday.com/articles/193026>

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Other Training Available

- Positive Behaviour Support Training (PBS)
- Protective Physical Behaviour Training (MCB)
- Trauma Informed PBS Training (TIPBS)
- Dementia Care Training (DCT)
- Cultural Awareness Training (CAT)
- Autism Training
- Manual Handling Training
- First Aid Training
- Work Health & Safety Training
- Workplace Bullying & Harassment Training

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Web www.rodscatterall.com.au

Feedback form & Certificate

Please fill in our online staff feedback form via our web site at

- www.rodatterall.com.au
- go to contact us
- click on staff feedback form insert training program (Mental Health Wellbeing Training Full Day)

Once finished you & your manager will receive a copy with the certificate for this training course. (Make sure to include your managers correct email address on feedback form)

